

To reinforce this partnership and ensure we're doing all we can to assist you in serving our members, we asked for your input. For confidentiality, UMP hired an independent research firm – HealthcareData.com – to survey 4,089 UMP providers in September 2002. The purpose of this survey was to:

- We received a 26.7% response rate (1091 surveys were returned), yielding statistically significant data and a strong baseline measure for future research.

Key Findings

- 87% of the responding providers rate UMP as better than or equal to other plans
- Survey respondents are most satisfied with the access to/responsiveness of UMP, and least satisfied with pharmacy services
- Almost 80% of respondents read UMP's *Provider Bulletin*; nearly half of these find the articles helpful
- While 68% have Internet access, 55% of responding providers indicate no interest in using it as a tool for communicating with UMP
- There are no significant differences among groups of providers when considering responses to the survey questions.

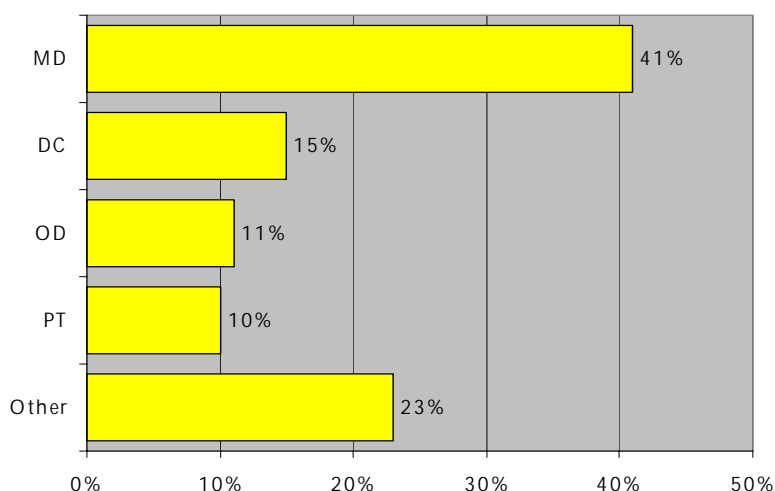
About the Survey

Providers with at least \$1,000 in claims or at least 10 claims since October 2001 were selected for the initial list. The number of providers was further reduced to one in each clinic/location to eliminate redundancy and the potential annoyance of completing multiple surveys. Of the providers surveyed, 69% have been with the UMP for more than 5 years.

Respondents mailed the surveys directly to HealthcareData.com for analysis and reporting. Only aggregate data were shared with UMP. In summarizing the survey data, "very satisfied" and "somewhat satisfied" responses were considered "satisfied"; similarly, "very dissatisfied" and "somewhat dissatisfied" responses were considered "dissatisfied."

Surveys were returned from the following work practice settings: 10% from multi-specialty clinics, 43% from single-specialty clinics and 47% from solo practitioners.

The following graph shows a breakdown of the clinics/locations that responded, by provider type.

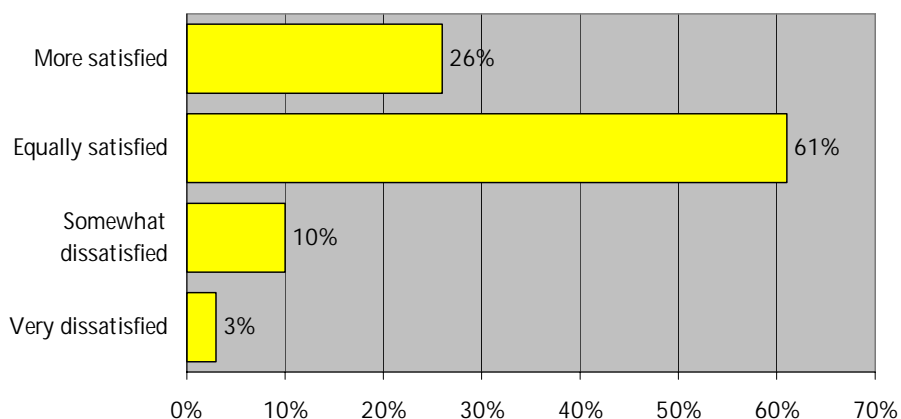


High Ratings for UMP



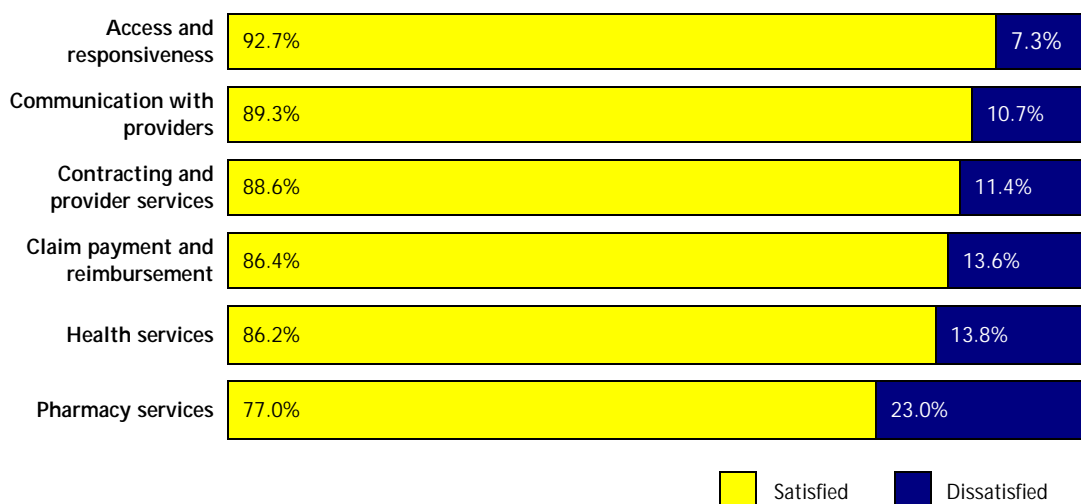
Satisfaction With UMP Compared to Other Plans

More than 85% of responding UMP providers are either more satisfied or equally satisfied with UMP when compared to other plans.



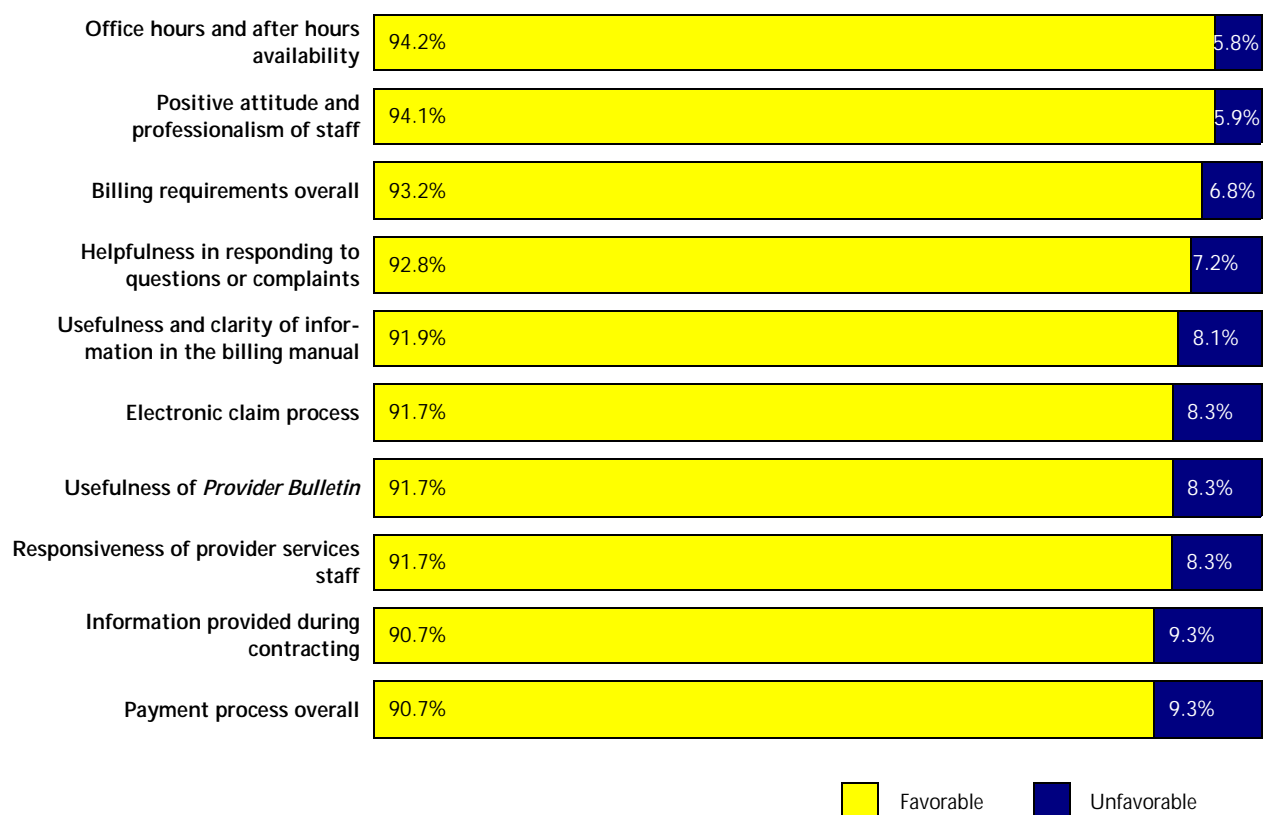
Satisfaction With UMP Services

The survey categorized 28 questions related to satisfaction into the following 6 areas; here's how respondents perceive UMP services in each area:



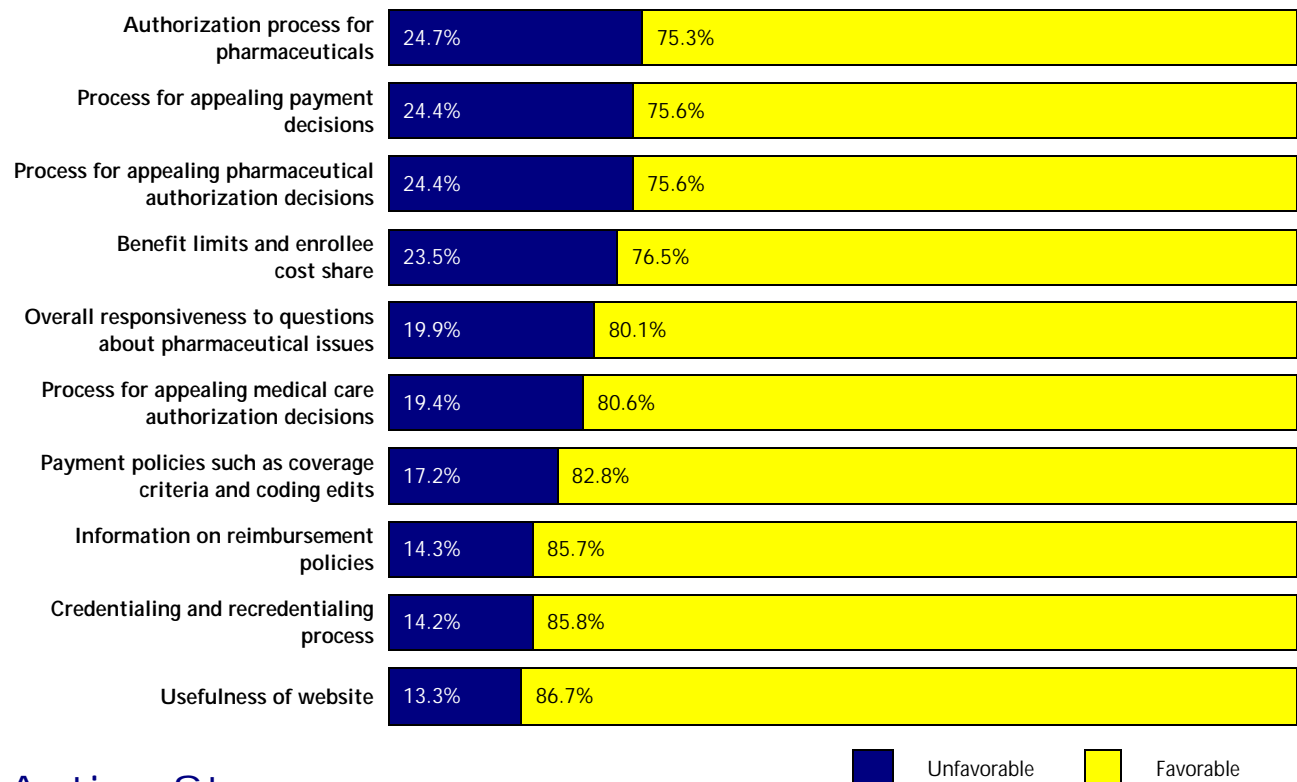
Top 10 Favorable Ratings

The survey revealed these specific UMP services as the 10 most favorable:



Top 10 Unfavorable Ratings

Survey results showed these specific UMP services as needing the most improvement:



Action Steps

UMP is currently reviewing the survey data and developing action plans based on the results. We are taking (or will take) steps in these areas:

- **Pharmacy services.**
 - We are currently evaluating our prescription drug program and will be recontracting for Pharmacy Benefits Management services by 2004.
 - To reduce the difficulties associated with preauthorization, UMP has recently changed the requirements for certain migraine and gastrointestinal drugs (eliminating the need to preauthorize each refill when ongoing medication is necessary).
- **Claim processing.** Installation of a new computer system by our third party administrator caused payment delays and errors in late 2001 and early 2002. This has since been remedied with improved timeliness and accuracy in payments. We will continue to monitor the performance of our TPA.
- **Appeals process.** UMP recently standardized the appeals process – making it easier and faster to turn around the paperwork.
- **Team outreach.** We are offering additional resources to providers for billing questions and have improved procedures for follow-up on payment reconsideration requests.
- **Provider follow-up.** We are personally contacting 161 respondents who requested a call-back from a UMP representative to address specific problems not covered in the survey.

Please contact the UMP at 1-800-762-6004 or 425-670-3000 (Seattle) Monday through Friday, 8:00 a.m. to 5:00 p.m. if there's anything we can do to help you better serve our members. Your feedback and input are welcome at any time – no need to wait until the next survey!